

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: AT&T Corporation

Vendor website: <http://tex-anng.com/>

Service Area: Voice

Category: VoIP

VOIP (AT&T VDNA)

AT&T Voice DNA (SM) is a nationwide network-based Voice over IP (VoIP) service that provides IP telephony with advanced features, Flexible Reach calling plans, and a full suite of management services and tools. AT&T Voice DNASM provides VoIP service with features similar to traditional Centrex or PBX services but without your needing to deploy or manage PBX switches.

* This is an AT&T billed service

SERVICE DELIVERY SLA

Quote Request

2 Business Days

Installation Interval

45 Business Days

Disconnect

30 Calendar Days

Service Term

24 Months

PERFORMANCE SLA

Availability

99.95%

Mean Time to Repair (MTTR)

4 Hours / Incident, 8 hours / incident if dispatch is required

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

Customer must have an IP capable PBX.

Please contact your local AT&T representative to assist with design solution.

PRICING WITH DIR COST RECOVERY FEE (CRF)
(CUSTOMER PAYS THIS AMOUNT)

Cost Recovery Fee = 4% if ordered directly from AT&T and carries voice traffic only

VOIP PRICING			
Custom UC Voice– includes solutions with custom elements of other UC services and terms (limited to 5 years). Offer may be combined with services offered through other DIR telecommunications contract vehicles, such as Hosted Solutions offered to customers on a subscription basis including IT infrastructure and support services, Management of call processing architecture, Call Center or Contact Center Services, IVR/Auto-Attendant, Phone Systems Management Integration and Network Optimization. All Custom UC Voice services must be reviewed and approved by DIR.			
24 Month Term			
	NRC	MRC	Restricted Phones
Unified Communications as a Service (UCaaS)			
Voice Only Basic (Restricted Phones)	0	\$6.24	3905, 6901
Voice Only Fundamental W/SNR (Restricted Phones)	0	\$7.02	3905, 6901, 6911, 6921
Voice Mail Only	\$0.00	\$4.16	
Voice, Voice Mail, Single Number Reach	\$0.00	\$8.58	
Voice, Unified Messaging, Advanced Telephony Features Jabber (NO VIDEO)	\$0.00	\$9.10	
Unified Communications w/ Video Jabber Client	\$0.00	\$11.70	Cisco Video Phone
Unified Communications w/ Voice, VM, SNR, Multi Jabber Video Client	\$0.00	\$13.52	Cisco Video Phone
Unified Communications w/ Video & Microsoft Lync Client	\$0.00	\$15.60	
Custom UC Voice	ICB	ICB	See Note Above
Services Requires IPFlex, Phone, Installation (See Below)			
Hosted Voice Service (HVS)			
Voice Only Seat	\$0.00	\$6.24	SIP Phones. Prefer Aastra
Voice, SNR, Standard Seat	\$0.00	\$6.92	SIP Phones. Prefer Aastra
Voice Mail Only	\$0.00	\$4.16	
Voice, Unified Messaging, (NO VIDEO) - Premium Seat No Soft Client	\$0.00	\$8.84	SIP Phones. Prefer Aastra
Broadsoft Communicator Voice Soft Client(s) - Premium Plus Seat	\$0.00	\$10.92	SIP Phones. Prefer Aastra
Broadsoft Communicator Client Voice/Video Edition (s) - Video Seat	\$0.00	\$13.52	SIP Phones. Prefer Aastra
Add-On Feature Receptionist Seat	\$0.00	\$5.77	Premium Seat Required
Add-On Feature Call Center Standard Seat	\$0.00	\$15.76	
Add-On Feature Call Center Basic Seat	\$0.00	\$15.96	
Add-On Feature Premium Call Center Seat	\$0.00	\$32.08	

Add-On Feature Call Center Supervisor PC Client License	\$0.00	\$57.58	
Add-On Feature Call Center Agent PC Client License	\$0.00	\$3.12	

Services Requires IPFlex, Phone, Installation (See Below)

Additional components for a UC solution that will also be required include:

-AT&T MPLS or Transport to the UC Node

-PSTN Trunking / SIP or Traditional PRI

-Cisco IP Phones and local gateways for PSTN and SRST

-Installation, training

-50% Termination liability applies to rate elements of UCaaS and HVS listed above for the service(s) in place for the remaining months of the term.

ACCESS PRICING

Access	MRC	Mileage Cost, If Applicable	Termination	NRC
ISDN PRI	\$108.16			
DS1	\$122.41			
DS3	\$1,279.72			
TSP - Restoration Priority (per Access Channel)	\$4.16			\$149.76
TSP - Restoration Priority (per Access Channel)	\$9.72			\$253.76
Expedite Charges per T1				\$884.00

Postalized Access Service Rates	Cost Mileage Band 1 (same CO)	Monthly Cost Mileage Band 2 (metro area)	Monthly Cost Mileage Band 3 (Other)	Monthly Cost Mileage Band 4 (Other)
DS1	\$122.41	\$155.79	\$183.61	\$250.38
DS3	\$1,279.72	\$1,919.58	\$2,281.24	\$3,727.88
OC3	\$1,780.48	\$3,115.84	\$5,452.72	\$9,542.26
OC12	ICB	ICB	ICB	

Ethernet Switched ACCESS PRICING - VOIP services only

Speed	MRC	MRC Description	NRC	NRC Description
2M	\$468.00	Switched Eth 2M	\$1,695.20	Switched Eth Install
4M	\$520.00	Switched Eth 4M	\$1,695.20	Switched Eth Install
5M	\$561.60	Switched Eth 5M	\$1,695.20	Switched Eth Install
8M	\$613.60	Switched Eth 8M	\$1,695.20	Switched Eth Install
10M	\$748.80	Switched Eth 10M	\$1,695.20	Switched Eth Install
20M	\$780.00	Switched Eth 20M	\$1,695.20	Switched Eth Install
50M	\$780.00	Switched Eth 50M	\$1,695.20	Switched Eth Install
100M	\$852.80	Switched Eth 100M	\$1,695.20	Switched Eth Install

Switched Eth Install

Ethernet Dedicated ACCESS PRICING - VOIP services only

Speed	MRC	MRC Description	NRC	NRC Description
150M	\$1,456.00	Dedicated Eth 150M	\$1,695.20	Dedicated Eth Install
250M	\$1,794.00	Dedicated Eth 250M	\$1,695.20	Dedicated Eth Install

500M	\$2,288.00	Dedicated Eth 500M	\$1,695.20	Dedicated Eth Install
600M	\$2,646.80	Dedicated Eth 600M	\$1,695.20	Dedicated Eth Install
1000M	\$3,328.00	Dedicated Eth 1000M	\$1,695.20	Dedicated Eth Install

Ethernet Service is only available in conjunction with one of following LD Services:

- MIS, PNT, AVPN, Optewan or EPLSWAN

Expedite Fee			\$884.00	Expedite per LD T1
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Item	NRC	NRC Description		
Nodal Voice Design Change Charge	\$156.00	Design Change Charge		

AT&T's IP FlexReach service provides a IP-SIP connection that will benefit DIR by providing higher call density per circuit installed with G.729 compression. This will allow the State of Texas to gain greater economy of scale for Local, LD and Toll Free calls.

Note: Non-Recurring Charges cannot be waived for the services in this category.

BVoIP PRICING (NG-09/10)				
IP Flex Reach				
Item	MRC	MRC Description	NRC	NRC Description
IP Flex Reach - LD Off Net Outbound		IP Flex Reach Free minutes		
Calling Plan Setup			\$0.00	IP Flex Reach per site
Calling Plan A	\$9.360000	IP Flex Reach per concurrent call		
Calling Plan B	\$13.520000	IP Flex Reach per concurrent call		
Calling Plan C	\$16.068000	IP Flex Reach per concurrent call		
Standard Telephone Numbers	\$0.000000	IP Flex Reach per number		
Virtual Telephone Numbers	\$0.000000	IP Flex Reach per number		
VoIP Module Card: MIS T1 VoMIS12 - 12 or less CC	\$0.000000	IP Flex Reach per concurrent call		
VoIP Module Card: MIS T1 VoMIS24 - 13 to 24 CC	\$0.000000	IP Flex Reach per concurrent call		
VoIP Module Card: MIS T1 VoMIS48 - 25 to 48 CC	\$0.000000	IP Flex Reach per concurrent call		
VoIP Module Card: MIS T3 - up to 672 CC	\$0.000000	IP Flex Reach per concurrent call		
IP Toll Free Features				
Item	MRC	MRC Description	NRC	NRC Description
Transfer Connect Courtesy Transfer	\$29.120000	IP Toll Free Features per concurrent call		
IP InfoPack - Standard	\$21.840000	IP Toll Free Features per concurrent call		
IP InfoPack - Redirect - Set Up	\$0.000000		\$0.00	IP InfoPack - Redirect - Set Up
IP InfoPack - Redirect without Data Forwarding 0 - 5,000	\$0.062400	IP Toll Free Features per redirect attempt		

IP InfoPack - Redirect without Data Forwarding 5,001 - 10,000	\$0.058240	IP Toll Free Features per redirect attempt		
IP InfoPack - Redirect without Data Forwarding 10,001+	\$0.054080	IP Toll Free Features per redirect attempt		
IP InfoPack - Redirect with Data Forwarding 0 - 5,000	\$0.079040	IP Toll Free Features per redirect attempt		
IP InfoPack - Redirect with Data Forwarding 5,001 - 10,000	\$0.074880	IP Toll Free Features per redirect attempt		
IP InfoPack - Redirect with Data Forwarding 10,001+	\$0.070720	IP Toll Free Features per redirect attempt		

VOIP TRANSPORT SERVICE PRICING

All MIS rates are port only, NRC waived with 24 months continuous service

MIS Customer Provided CPE - Flat Rate - (PL/MLPPP, FR, ATM T3, ATM OC3)

Access Rate	MRC	MRC Description	NRC	NRC Description
1.5 Mbps	\$136.86	MIS Service 1.5 Mbps - US	\$0.00	T1 Tele-Install
2 Mbps	\$171.81	MIS Service 2 Mbps - US	\$0.00	T3 Tele-Install
3 Mbps	\$247.52	MIS Service 3 Mbps - US	\$0.00	NxT1 Tele-Install
4 Mbps	\$313.04	MIS Service 4 Mbps - US	\$0.00	T3 Tele-Install
4.5 Mbps	\$320.32	MIS Service 4.5 Mbps - US	\$0.00	NxT1 Tele-Install
5 Mbps	\$327.60	MIS Service 5 Mbps - US	\$0.00	T3 Tele-Install
6 Mbps	\$364.00	MIS Service 6 Mbps - US	\$0.00	NxT1 Tele-Install
7 Mbps	\$412.05	MIS Service 7 Mbps - US	\$0.00	T3 Tele-Install
7.5 Mbps	\$430.98	MIS Service 7.5 Mbps - US	\$0.00	NxT1 Tele-Install
8 Mbps	\$455.73	MIS Service 8 Mbps - US	\$0.00	T3 Tele-Install
9 Mbps	\$499.41	MIS Service 9 Mbps - US	\$0.00	NxT1 Tele-Install
10 Mbps	\$535.81	MIS Service 10 Mbps - US	\$0.00	T3 Tele-Install
10.5 Mbps	\$557.65	MIS Service 10.5 Mbps - US	\$0.00	NxT1 Tele-Install
12 Mbps	\$637.73	MIS Service 12 Mbps - US	\$0.00	NxT1 Tele-Install
15 Mbps	\$717.81	MIS Service 15 Mbps - US	\$0.00	T3 Tele-Install
20 Mbps	\$899.81	MIS Service 20 Mbps - US	\$0.00	T3 Tele-Install
25 Mbps	\$1,084.72	MIS Service 25 Mbps - US	\$0.00	T3 Tele-Install
30 Mbps	\$1,266.72	MIS Service 30 Mbps - US	\$0.00	T3 Tele-Install
35 Mbps	\$1,453.09	MIS Service 35 Mbps - US	\$0.00	T3 Tele-Install
40 Mbps	\$1,635.09	MIS Service 40 Mbps - US	\$0.00	T3 Tele-Install
45 Mbps	\$1,820.00	MIS Service 45 Mbps - US	\$0.00	T3 Tele-Install
60 Mbps	\$2,278.64	MIS Service 60 Mbps - US	\$0.00	OC3 Tele-Install
155 Mbps	\$5,183.36	MIS Service 155 Mbps - US	\$0.00	OC3 Tele-Install
622 Mbps	\$14,763.84	MIS Service 622 Mbps - US	\$0.00	OC12 Tele-Install
2.5 Gbps	\$57,075.20	MIS Service 2.5 Gbps - US	\$0.00	OC48 Tele-Install
MIS AT&T Provided CPE - Flat Rate - (PL/MLPPP, FR, ATM T3, ATM OC3)				

Access Rate	MRC	MRC Description	NRC	NRC Description
1.5 Mbps	\$157.25	MIS Service 1.5 Mbps - US	\$0.00	On-Site 2801-2-MPLS
2 Mbps	\$257.71	MIS Service 2 Mbps - US	\$0.00	On-Site 7604-OC3-MPLS
3 Mbps	\$333.42	MIS Service 3 Mbps - US	\$0.00	On-Site 2821-2-MLPPP-2x
4 Mbps	\$398.94	MIS Service 4 Mbps - US	\$0.00	On-Site 7604-OC3-MPLS
4.5 Mbps	\$406.22	MIS Service 4.5 Mbps - US	\$0.00	On-Site 2821-2-3x
5 Mbps	\$413.50	MIS Service 5 Mbps - US	\$0.00	On-Site 7604-OC3-MPLS
6 Mbps	\$449.90	MIS Service 6 Mbps - US	\$0.00	On-Site 3825-2-MLPPP-4x
7 Mbps	\$668.30	MIS Service 7 Mbps - US	\$0.00	On-Site 7604-OC3-MPLS
7.5 Mbps	\$687.23	MIS Service 7.5 Mbps - US	\$0.00	On-Site 3825-2-MLPPP-5x
8 Mbps	\$711.98	MIS Service 8 Mbps - US	\$0.00	On-Site 7604-OC3-MPLS
9 Mbps	\$755.66	MIS Service 9 Mbps - US	\$0.00	On-Site 3825-2-MLPPP-6x
10 Mbps	\$792.06	MIS Service 10 Mbps - US	\$0.00	On-Site 7204-EA
10.5 Mbps	\$813.90	MIS Service 10.5 Mbps - US	\$0.00	On-Site 3845-2-MLPPP-7x
12 Mbps	\$893.98	MIS Service 12 Mbps - US	\$0.00	On-Site 3845-2-MLPPP-8x
15 Mbps	\$974.06	MIS Service 15 Mbps - US	\$0.00	On-Site 7204-EA
20 Mbps	\$1,156.06	MIS Service 20 Mbps - US	\$0.00	On-Site 7204-EA
30 Mbps	\$1,522.98	MIS Service 30 Mbps - US	\$0.00	On-Site 7204-EA
35 Mbps	\$1,709.34	MIS Service 35 Mbps - US	\$0.00	On-Site 7204-EA
40 Mbps	\$1,891.34	MIS Service 40 Mbps - US	\$0.00	On-Site 7204-EA
45 Mbps	\$2,076.26	MIS Service 45 Mbps - US	\$0.00	On-Site 7204-EA
60 Mbps	\$2,622.26	MIS Service 60 Mbps - US	\$0.00	On-Site 7604-OC3-MPLS
155 Mbps	\$5,526.98	MIS Service 155 Mbps - US	\$0.00	On-Site 7604-OC3-MPLS
622 Mbps	\$15,289.46	MIS Service 622 Mbps - US	\$0.00	On-Site 7604-OC12-MPLS
2.5 Gbps	\$57,964.82	MIS Service 2.5 Gbps - US	\$0.00	On-Site 7603-OC48
MIS PNT - Class of Service (COS)				
Port Speed - Flat Rate (TDM)				
Access Rate	MRC	MRC Description	NRC	NRC Description
1.5 Mbps	\$46.80	MIS Service 1.5 Mbps - US	\$0.00	Install T1
3 Mbps	\$46.80	MIS Service 3 Mbps - US	\$0.00	Install MLPP - NxT1
4.5 Mbps	\$46.80	MIS Service 4.5 Mbps - US	\$0.00	Install MLPP - NxT1
6 Mbps	\$46.80	MIS Service 6 Mbps - US	\$0.00	Install MLPP - NxT1
7.5 Mbps	\$46.80	MIS Service 7.5 Mbps - US	\$0.00	Install MLPP - NxT1
9 Mbps	\$46.80	MIS Service 9 Mbps - US	\$0.00	Install MLPP - NxT1
10 Mbps	\$171.60	MIS Service 10 Mbps - US	\$0.00	Install T3
10.5 Mbps	\$46.80	MIS Service 10.5 Mbps - US	\$0.00	Install MLPP - NxT1
12 Mbps	\$46.80	MIS Service 12 Mbps - US	\$0.00	Install MLPP - NxT1



15 Mbps	\$223.60	MIS Service 15 Mbps - US	\$0.00	Install T3
20 Mbps	\$275.60	MIS Service 20 Mbps - US	\$0.00	Install T3
25 Mbps	\$327.60	MIS Service 25 Mbps - US	\$0.00	Install T3
30 Mbps	\$379.60	MIS Service 30 Mbps - US	\$0.00	Install T3
35 Mbps	\$436.80	MIS Service 35 Mbps - US	\$0.00	Install T3
40 Mbps	\$488.80	MIS Service 40 Mbps - US	\$0.00	Install T3
45 Mbps	\$572.00	MIS Service 45 Mbps - US	\$0.00	Install T3
OC3	\$1,001.00	MIS Service OC3 - US	\$0.00	Install OC3
MIS PNT - Class of Service (COS)				
Port Speed - Hi Cap Flex (Ethernet)				
Access Rate	MRC	MRC Description	NRC	NRC Description
1.5 Mbps	\$46.80	MIS Service 1.5 Mbps - US	\$0.00	Install 1.5 Mbps
2 Mbps	\$59.28	MIS Service 2 Mbps - US	\$0.00	Install 2 Mbps
3 Mbps	\$74.88	MIS Service 3 Mbps - US	\$0.00	Install 3 Mbps
4 Mbps	\$90.48	MIS Service 4 Mbps - US	\$0.00	Install 4 Mbps
5 Mbps	\$106.08	MIS Service 5 Mbps - US	\$0.00	Install 5 Mbps
6 Mbps	\$119.60	MIS Service 6 Mbps - US	\$0.00	Install 6 Mbps
7 Mbps	\$133.12	MIS Service 7 Mbps - US	\$0.00	Install 7 Mbps
8 Mbps	\$146.64	MIS Service 8 Mbps - US	\$0.00	Install 8 Mbps
9 Mbps	\$159.12	MIS Service 9 Mbps - US	\$0.00	Install 9 Mbps
10 Mbps	\$171.60	MIS Service 10 Mbps - US	\$0.00	Install 10 Mbps
15 Mbps	\$223.60	MIS Service 15 Mbps - US	\$0.00	Install 15 Mbps
20 Mbps	\$275.60	MIS Service 20 Mbps - US	\$0.00	Install 20 Mbps
25 Mbps	\$327.60	MIS Service 25 Mbps - US	\$0.00	Install 25 Mbps
30 Mbps	\$379.60	MIS Service 30 Mbps - US	\$0.00	Install 30 Mbps
35 Mbps	\$436.80	MIS Service 35 Mbps - US	\$0.00	Install 35 Mbps
40 Mbps	\$488.80	MIS Service 40 Mbps - US	\$0.00	Install 40 Mbps
45 Mbps	\$572.00	MIS Service 45 Mbps - US	\$0.00	Install 45 Mbps
45.1 - 155 Mbps	\$1,040.00	MIS Service 45.1 - 155 Mbps - US	\$0.00	Install 45.1 - 155 Mbps
200 - 250 Mbps	\$1,123.20	MIS Service 200 - 250 Mbps - US	\$0.00	Install 200 - 250 Mbps
300 - 350 Mbps	\$1,206.40	MIS Service 300 - 350 Mbps - US	\$0.00	Install 300 - 350 Mbps
400 - 600 Mbps	\$1,289.60	MIS Service 400 - 600 Mbps - US	\$0.00	Install 400 - 600 Mbps
622 Mbps	\$1,456.00	MIS Service 622 Mbps - US	\$0.00	Install 622 Mbps
700 - 1000 Mbps	\$1,622.40	MIS Service 700 - 1000 Mbps - US	\$0.00	Install 700 - 1000 Mbps

VoIP (AT&T VDNA)

AT&T Voice DNASM is generally available in most of Texas and the United States. AT&T Voice DNASM Long Distance is available wherever the customer has access to the Internet. Some AT&T Voice DNASM features' availability may be dependent on the customer's proximity to the nearest AT&T Rate Center. AT&T will qualify the service availability for customers on an as needed basis.